

GPO CENTRAL OFFICE CUSTOMER SERVICE

Although some duties may overlap between the two groups, each have different missions for serving customers.

National Account Managers

- ☒ Spend the majority of their time in the customers' environment, building relationships, analyzing business processes, identifying current and future customer needs, and offering solutions
- ☒ Educate customers on changes and trends in the industry and Federal Government
- ☒ Focus on specific agencies or departments throughout the United States

National Account Manager

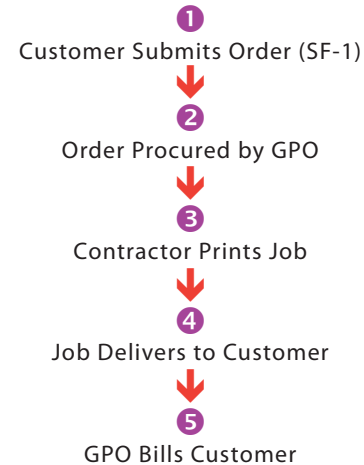
Agency Publishing Groups (Teams)

- ☒ Each team is comprised of 5-6 technical experts located in GPO's Central Office (Washington, DC)
- ☒ Focus on orders for specific agencies or departments throughout the United States
- ☒ Work is processed cradle-to-grave in the team environment and the team is a "one stop shop" for anything a customer needs

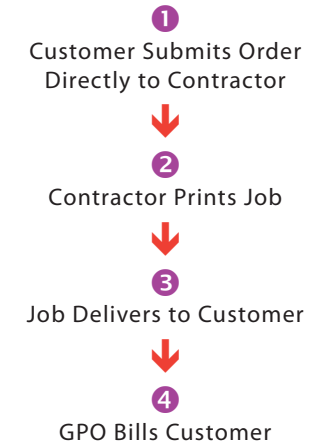
Agency Publishing Group

GPO ORDERING FLOW CHART

Single Procurement



Term Contract



OTHER GPO SERVICES

Creative Services

From print to website design, the GPO design group will help you communicate your message.

Contact:

Katherine Clarke
kclarke@gpo.gov

Electronic Publishing (ePub)

Consultants offering technical assistance in the latest hardware and software technology.

Contact:

Christopher Daniel
cdaniel@gpo.gov

Institute for Federal Printing & Electronic Publishing

Specialized Government specific training in electronic publishing or printing. On-site, on-line, CD or DVD instruction.

Contact:

Brandiss Murray
bmurray@gpo.gov

Web Hosting

Over 22 government sites currently hosted with 24/7 solution/service availability. We provide customers with web traffic, server performance, and site performance reports.

Contact:

Douglas Ward
dmward@gpo.gov

PRINTING PROCUREMENT METHODS



Simplified Purchase Agreement (SPA)	Direct Deal Term Contracts	General Usage Term Contracts	Small Purchase & One Time Bids	Compact (GPO Direct)
<p>Synopsis Customer Agency places orders directly with contractors for products or services up to \$2500 (proposed to increase to \$10,000).</p> <p>GPO certifies contractors for inclusion in the SPA program and notifies both Customer Agencies and contractors of new participants.</p> <p>GPO provides training to Customer Agencies.</p>	<p>Synopsis Customer Agency places orders directly with contractors for recurring products or services. There is no dollar limit.</p> <p>GPO receives detailed schedule of prices from contractors and certifies responsive/responsible contractor.</p> <p>Customer Agency may have the option after 1 year to extend the contract for up to 4 additional years.</p>	<p>Synopsis GPO places orders with contractor for commonly used Customer Agency products. There is no dollar limit.</p> <p>GPO receives detailed schedule of prices from contractors and certifies multiple responsive/responsible contractors.</p> <p>Digital files are prefledged and archived by GPO.</p>	<p>Synopsis GPO placed contracts for unique (one time) orders. Small Purchases have a limit of \$100,000 per order and One Time Bids have no dollar limit.</p> <p>Small Purchase specifications are posted at GPO. One Time Bid specifications are posted both at GPO and on the World Wide Web.</p> <p>Small Purchase procurement process requires 1 to 3 days. One Time Bid procurement process requires 5 days.</p> <p>Small purchase is a negotiated contract and not binding until production occurs. One Time Bids utilize a formal bid opening and is a contract upon issuing Purchase Order.</p> <p>Digital files are archived by GPO.</p>	<p>Synopsis Customer Agency places orders directly with contractors for products or services up to \$100,000. Ordering is achieved using a Web based procurement system.</p>
Contracting Authority Customer Agency	Contracting Authority GPO	Contracting Authority GPO	Contracting Authority GPO	Contracting Authority Customer Agency
Technical Specification created by: Customer Agency	Technical Specification created by: GPO	Technical Specification created by: GPO	Technical Specification created by: GPO	Technical Specification created by: Customer Agency
Bids solicited by: Customer Agency	Bids solicited by: Customer Agency	Bids solicited by: Customer Agency	Bids solicited by: GPO	Bids solicited by: Customer Agency
Standard 7% GPO surcharge	Standard 7% GPO surcharge	Standard 7% GPO surcharge	Standard 7% GPO surcharge	Standard 3% GPO surcharge
Superintendent of Document notified by: Customer Agency	Superintendent of Document notified by: Customer Agency	Superintendent of Document notified by: GPO	Superintendent of Document notified by: GPO	Superintendent of Document notified by: Customer Agency

Quick Reference Service Guide



Upon completion of production the contractor bills GPO. GPO examines vouchers and makes payment to the contractor and bills the Customer Agency, applying appropriate surcharge.

